

GS.III Complaint investigations, mediations and due process hearings and reviews are completed in a timely manner.**1. Baseline/Trend Data and Analysis (for reporting period July 1, 2003 through June 30, 2004):**

	2001-2002		2002-2003		2003-2004	
	Child Complaints	Due Process	Child Complaints	Due Process	Child Complaints	Due Process
Total filed	3	1	16	1	11	0
Completed within timelines	2	0	13	0	9	0
Withdrawn	1	1	3	1	2	0
Completed outside of extended timelines	0	0	0	0	0	0

From April 2004 First Steps Family Survey

Q9: I received information and explanations about our family's legal rights (such as due process, procedural safeguards).

	#	%	
Strongly Agree	610	47.51%	93.15%
Agree	586	45.64%	
Disagree	70	5.45%	6.85%
Strongly Disagree	18	1.40%	
Total	1284		

The family survey was sent out in April 2004 to 3328 families, and 1401 were returned for a response rate of 42.1%. Results displayed here do not include the responses "I Do Not Know," "Does Not Apply," or non-responses.

Data show that all child complaints and due process hearings have been completed within original or properly extended timelines. Over 90% of families indicate that they received information about their legal rights.

2. Targets (for reporting period July 1, 2003 through June 30, 2004):

- All complaint investigations, mediations and due process hearing and reviews are completed in a timely manner.

3. Explanation of Progress or Slippage (for reporting period July 1, 2003 through June 30, 2004):

The child complaint database provides a regular report of child complaints that are nearing the end of timelines. This ensures that all investigations are either completed within timelines or that appropriate extensions are made.

4. Projected Targets:

- All complaint investigations, mediations and due process hearing and reviews are completed in a timely manner.

5 & 6. Future Activities to Achieve Projected Targets/Results and Projected Timelines and Resources:

This is a maintenance area for Missouri.